

POLICE COMMUNITY RELATIONS SPECIALIST

DEFINITION

To assist in the development and maintenance of crime prevention programs and activities such as the Crime-Free Multi-Housing Program, Neighborhood Watch, citywide and the Citizens Police Academy; provide public presentations and facilitate community crime prevention efforts to maintain a positive working relationship between the public and the police department; mediate and facilitate resolutions of citizen's complaints as related to assignments; provide training, education, and information to citizens, residents, visitors, institutions and members of the business community explaining the functions of the police department; and perform other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned supervisor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Coordinate and conduct all activities associated with crime prevention programs including the Crime-Free Multi-Housing program, City's Neighborhood Watch Program, and the Citizens Police Academy; coordinate programs with various city departments as necessary.

Promote community awareness of crime prevention through media and newsletter, events, including designing, and producing educational materials, writing press releases and organizing and participating in special community events.

Prepare and provide public presentations related to a variety of crime prevention presentation topics including conducting initial and annual Crime Free Multi-Family Housing certification inspections; make recommendations regarding crime prevention improvements.

Keep abreast on all crime prevention topics and issues through published literature and by attending related meetings.

Prepare reports on all programs and activities conducted throughout the month associated with Neighborhood Watch Program, Crime-Free Multi-Housing Program, the Citizens Police Academy and other special programs; maintain statistical data and other computer files.

Respond to citizens inquires; questions and complaints as required; mediate and facilitate resolutions of citizen's complaints as needed.

Conduct environmental design plan reviews; acts as advisor/liaison to the Planning Department for community environmental design planning issues; attends weekly meetings.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Crime prevention, including systems, programs, techniques and practices.

Principles of Crime Prevention Through Environmental Design (CPTED) at least through 2<sup>nd</sup> generation.

Principles and techniques of community/public relations, including group discussion and presentation skills.

Public presentation and mediation methods.

Criminal justice system, police department and city policies and procedures.

#### Ability to:

Plan, organize and prioritize work;

Make oral presentations to a variety of groups.

Prepare and maintain records and reports.

Schedule and coordinate several concurrent activities.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Negotiate with developers, homeowners, and others to achieve goals of Police Department.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible journey level experience in working with the public on an individual or group basis preferably in a law enforcement environment.

Training:

Equivalent to an Associate's Degree from an accredited college with major course work in criminal justice, public administration, or a related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On an intermittent basis walk, stand, and sit for varying periods of time while conducting tasks or making community presentations; use hands and fingers to perform simple grasping and fine manipulation motions; use telephone and use a keyboard to communicate through written means, review information and enter/retrieve data; see and read characters on computer screen; and lift light weight.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices and off-site to make presentations. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

5/04